INTERAGENCY OVERSEAS EMPLOYEE POSITION DESCRIPTION

This document is used for regulatory purposes relating to the appointment and payment of public funds. False or misleading statements may constitute violations of such regulations. Prepare according to instructions from the Supervisor's Field Guide for Supervisors of Locally Employed Staff, Chapter 2 (3 FAH-2 H-440).

1. Post  
   Hanoi, Vietnam
2. Agency  
   Department of State
3a. OPS Job Code  
   H60649

3b. Post Job Number  
   A00-023
3c. Subject to Identical Position? If yes, provide total position number and list all additional post job number(s) in 3d.  
   ☒ Yes  ☐ No

3d. Total Number of Positions  
   Identical Additional Post Job Numbers  
   02  
   A00-023 & A00-024

4. Post Position Title or Working Title (if different from official title)  
   Protocol Assistant

5. Reason for Submission  
   □ New position  
   □ Implementation of SJD/FJD  
   ☒ Recertification of position description  
   □ Significant changes to existing position  
   □ Reorganization or reprogram of existing vacant position to position with different official title or occupational series - provide OPS position Number and OPS Job Code for existing vacant position

6. Organizational Design  
6a. Office/section  
   U.S. Embassy Hanoi  
6b. First Subdivision  
   Executive Office
6c. Second Subdivision
6d. Third Subdivision

7. Certifications/Signatures  
7a. Employee  
   I acknowledge receipt of this description of my position duties and responsibilities.  
   ☐ By checking this box, I , certify that I am the individual submitting this document.  
   Date

7b. Supervisor  
   I certify that this is an accurate description of the duties and responsibilities of this position.  
   ☒ By checking this box, I , certify that I am the individual submitting this document.  
   Date

7c. Section Chief/ Agency Head  
   I certify that this is an accurate description of this position and there is a valid management need for this position.  
   ☐ By checking this box, I , certify that I am the individual submitting this document.  
   Date

7d. HR Officer/ Mgmt. Officer  
   I certify that this is an accurate description of this position.  
   ☒ By checking this box, I , certify that I am the individual submitting this document.  
   Date

8. Classification Action and Certification - I certify that this position has been classified within established standards.

8a. Classification Center  
   Official Title
   Job Series  
   Grade  
   Approver Name  
   Date Approved

8b. GTM/OE  
   Official Title
   Job Series  
   Grade  
   GTM/OE Name  
   Date Approved
8c. Recertification Reason
Add one identical Protocol Assistant position A00-024 to Protocol Assistant position A00-023

9. Post PD Review

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<th>Initials/Date</th>
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<tbody>
<tr>
<td>9a. Employee</td>
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<td>9b. Supervisor</td>
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<td>9c. HR/Mgmt. Officer</td>
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10. Job Overview

The Protocol Assistant will serve as the personal assistant and advisor on protocol affairs to the Front Office, their spouses, and other sections/agencies. The Protocol Assistant will assist the Front Office Operations Assistant position and liaise with host government cabinet level officials, the diplomatic community, and key contacts in the business, academic, non-governmental organizations, social, and religious communities. He/she will also be responsible for updating the Mission-wide contact database.

10a. Direct Supervisor of Position:

Under the supervision of the Senior Protocol Assistant.

10b. Position Directly Supervises:

N/A

10c. Indicate if the position has authority to obligate funds:

no

10d. Provide security access determination level, if required:
11. Major Duties and Responsibilities (Include % of time spent for each duty, percentage totals must equal 100%):

**Protocol Duties/Responsibilities:**

- (20%) Request and confirm appointments for the Ambassador, Chargé, Deputy Chief of Mission (DCM), the acting DCM, and high-level USG visitors (including cabinet level officials and Congressional delegations), diplomatic corps, and other contacts.

- (40%) Update and maintain the contacts database. Coordinate with Front Office Operations Assistant on preparatory activities of functions and events hosted by the Ambassador, Chargé, DCM, and their spouses. Receiving proposed guest lists from event coordinator; updating and generating final guest lists; issuing invitations; calling invitees to get RSVPs; formulating seating arrangements; handwriting place cards; working in conjunction with the Regional Security Office (RSO) to ensure security arrangements are correct; and actively performing protocol duties at official functions as a back-up host, which includes introducing guests to the Ambassador, Chargé, DCM, spouses, guests of honor and other Americans.

- (10%) Draft correspondence and diplomatic notes to the host government and diplomatic missions for the Ambassador, Chargé, and DCM. Translate protocol-related documents, diplomatic notes, and letters from English to Vietnamese and from Vietnamese to English, when needed.

- (10%) Compile the Embassy’s Tet gratuity list for the Front Office, collect the Tet gratuity recipient lists from all sections/agencies, generate the Embassy’s Tet gratuity list; coordinate with GSO for procurement; plan and coordinate with assigned Locally Employed Staff (LE Staff) regarding Tet gratuity delivery.

- (10%) Order stationery for the Protocol Office; manage, plan, and stock stationery to ensure the office is always ready for events hosted by the Ambassador, Chargé, DCM, and their spouses.

**Other Duties: (10%)**

- Create and maintain filing system for both the Ambassador and DCM guest lists and for diplomatic notes and correspondence.

- Receive and screen incoming phone calls for the Front Office, as required.

- Order business and invitation cards for the Ambassador and DCM.

*Note: This position description in no way states or implies that these are the only duties to be performed by the incumbent. Incumbent will be required to perform other duties as assigned by the agency.*
Minimum Qualification Requirements

12. Knowledge

12a. Pre-hire (Operational)
- Must have comprehensive knowledge of host government etiquette and social mores of the host country.
- Must have an extensive knowledge of appropriate hotel accommodations and restaurants for visiting dignitaries and/or delegations which offer safe, efficient, and comfortable facilities.
- Interest in current affairs.

12b. Post-hire (Organizational)
- Must have comprehensive knowledge of U.S. protocol procedures.
- Awareness of how the political structure of the host government and their U.S. relationship affect protocol, to include U.S. third country government-to-government diplomatic relations.
- Awareness of the differences in protocol and customs in Diplomatic Missions.
- Have a basic understanding of how the Embassy operates, its organization, chain of command and responsibilities of sections and agencies.

13. Education
University Degree in international relations, journalism, or English is required.

14. Licensing/Certifications/Training
- Computer training courses.
- Customer service training course.
- Other specific training will be provided by post.

15. Work Experience

15a. Nonsupervisory:
Two years of progressively responsible administrative experience is required.

15b. Supervisory:
N/A

16. Language Proficiency - List English and other host country language(s) proficiency requirements by level (1-5) for speaking, reading, and writing.

<table>
<thead>
<tr>
<th>Language</th>
<th>Level 4 - Fluent; written/spoken, including the ability to translate</th>
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<tbody>
<tr>
<td>English</td>
<td>Level 4 - Fluent; written/spoken, including the ability to translate</td>
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<td>Host-Country Language: Vietnamese</td>
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<td>Host-Country Language:</td>
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17. Pre-hire Skills and Abilities
- Good office skills and management.
- Good interpersonal skills.
- Good handwriting.
- Calligraphy skills.

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<th>18. Post-hire Skills and Abilities</th>
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<th>19. Special Work Environment &amp; Conditions</th>
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20. Post PD Review Notes (FOR HR USE ONLY)
1. Post – Please type the post name.

2. Agency – Please type the agency name.

3. This section deals with the numbers found in OPS, on the individual employee's document and internal management of identical additional positions. It is an important internal control for position management.

3a. OPS Job Code: This number is generated by the OPS System and is linked with the MClass system. This block will be completed by the Post HR Office for existing positions or by checking on MClass for new positions once positions are classified.

3b. Post Job Number: This column should contain the OPS assigned position number or post position number recorded in MClass.

3c. Please indicate if the classification will be assigned to multiple (identical additional "IA") positions.

3d. Total number of identical positions - Please state the total position numbers that are assigned to the position's MClass record. Identical post job numbers should be listed in this section. If space is insufficient to list all identical post job numbers, please provide details in the organizational chart.

4. Post Position Title - This is used when the official position title in MClass differs from the more common title found in the host country. If there is no position working title, please leave this blank. The position working title will also appear in OPS.

5. Reason for Submission - please select the appropriate reason for submission. Please provide additional information when prompted.

6. Organizational Design - listing the office, section, and unit where the position is located.

7. Certifications/Signatures - Since this document is used for regulatory purposes relating to the payment of public funds, each stakeholder is required to acknowledge or certify, and sign.

8. Classification Action and Certification - This is completed by the RCC annotating the Official Title, Job Series and Grade of the position. The date is the date that the position was either approved or recertified in the MClass system. When there is a formal appeal of the classification performed by the RCC, the final decision from GTM/OE and/or USAID will be annotated here with name/initials.

8c. PD Recertification - Post to provide reason (e.g., PD is more than 5 years but still valid, or some changes reflected in the PD are not significant for reclassification). RCC provides the recertification official and date upon updating/uploading the revised PD in the MClass.

9. Position Description Review - This section documents the local reviews/updates performed at the Post level that are not sent to the RCCs. Refer to the most updated policy aid or contact respective RCC for additional clarification on minor changes at Post Any change to a PD must be reviewed by the employee, supervisor and Management Official (see 7 for explanation for Management Official).

10. Job Overview - This is a brief statement explaining the overall purpose of the position. This statement will appear in the vacancy announcement when the position is advertised. It should be concise, no more than 2 paragraphs, and be in plain language that can easily be understood by internal and external applicants.

10a. Direct Supervisor of Position: This a brief statement explaining who the direct supervisor of the position is; the level of oversight that will be used and how the work will be reviewed.
10b. Position directly supervises - When applicable, provide a brief statement regarding whom the position will supervise. Please explain how that will be done. For example, will provide daily guidance, approve/disapprove leave, take part in hiring decisions; provide recommendations to disciplinary actions, counsel employees and be the rater for performance reviews.

10c. Authority to obligate funds. If the position will have the authority to obligate funds, please select yes. If not, select no.

10d. No choice is needed here for LE Staff position as a local security certification is the default security access requirement for LE Staff position. If there is a reason requiring a higher security access determination, please consult with the Post Regional Security Officer and the Office Personnel Management's Position Designation Automated Tool (PDT), and subsequently indicate the appropriate level required by selecting one of the drop-down options.

11. Major Duties and Responsibilities. Do not enter the phrase "see attached" and do not attach any documents. Similar to the PDF or Word version of this form, the space will expand. When using the My Data form, begin typing here. When printing, check the box "print addendum" on the print screen so that all the data entered will print as an addendum.

Describe the regular and recurring work that will be required of the incumbent. Include duties that are performed 10% or more of the total work time (i.e., 4 or more hours per week). Start with the most important requirement or the largest percentage of time. Please group similar duties together. For each duty or group of tasks, describe the work to be performed, including methodologies and technologies.

For all agencies except USAID: The following statement should be included on every PD, at the end of Section 11, to address the issue of "other duties as assigned". No percentage of time is allocated to this statement.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

Minimum Qualification Requirements: These requirements must reflect the minimum knowledge, skills and abilities (KSAs) required to successfully fulfill the duties at the full performance level. These will not necessarily be the KSAs of the current or previous incumbent. All requirements must state "is required" or "must." The words "desired" or "preferred" are not to be used.

Some of the categories are split into pre-hire and post-hire levels. Pre-hire levels are those KSAs that the applicant is expected to already have before coming to work for the US government. Post-hire levels take into account the knowledge, skills and abilities that can only be obtained after being hired. Both pre-hire and post-hire levels are used during classification; however, only pre-hire levels are used during recruitment.

12. Knowledge is the theoretical or practical understanding of a subject, which includes the necessary information, subjects, and topics that should be known to successfully fulfill the duties.

12a. Pre-hire (Operational): This covers knowledge of the external environment or standard practices in the host country. This may be political, legal, occupational safety practices, accounting standards, building practices, and/or the business environment.

12b. Post hire (Organizational): This covers knowledge of US government workings and structure. Consider requirements to understand internal procedures, agency and USG regulations, policy, purpose of organization and its staff.

13. Education: List the minimum education level required for effective performance. For post-secondary education (I.e., university degree, master’s degree and PhD), you must list a field of study that is directly related to the duties and responsibilities of the position. No more than five specific fields of study should be listed.
14. Licensing/Certifications/Training: This is the mandatory licensing, certifications or training that is required to reach effective performance within a reasonable period of time. Some licensing or certification are required at the point of hire, such as valid driver license, technical or specialist certification (technical, medical), others would be obtained during employment such as Overseas Personnel System training, Smith System Safe Driver training, Contracting Officer's Representative training, Grants Officer Representative training, basic consular training. Do not include training that is required of all employees, such as new employee orientation, cybersecurity, etc.

15. Work Experience: What experience does the incumbent need to successfully perform the duties and responsibilities of the position? State the minimum amount of time in months or years required. Do not cite a range of years (3-5 years of experience) or use progressive experience. Instead, list the minimum number of months or years (e.g., minimum of 6 months experience, or minimum of 4 years of experience.).

15a. Nonsupervisory: Please list the minimum experience needed to effectively perform the non-supervisory duties and responsibilities of the position.

15b. Supervisory: List the amount and type of previous supervisory experience required to successfully perform the supervisory duties of the position. The supervisory experience should be part of the total years of experience such as minimum four years of experience, of which at least one year is in supervisory role. Please note that if a position supervises less than three employees, best practice is not to require supervisory experience in order not to exclude first time supervisors.

16. Language Proficiency: Indicate the degree of proficiency in a language or languages required for performance of the duties of the position. State the minimum level for reading, speaking, and writing. The proficiency should be consistent with the communication requirements needed to perform the duties and responsibilities of the position. See OE policy "Pre-Employment English Language and Other Testing".

17. Pre-hire Skills and Abilities: List skills & abilities that a candidate needs to have to be hired into the position, e.g., interview for HR Recruiter, presentation & public speaking for trainer, counseling for supervisor, drafting building plans for architect, interpersonal for CLO, etc.

18. Post-hire Skills and Abilities: List any additional skills and abilities that can be built during employment, e.g., data analysis, communication with diverse audiences, federal fund management, etc.

19. Special Work Environment or Conditions: Use this space if the position is subject to a special work environment or conditions, such as if the position is required to travel significantly (25% or more), or if position is expected to be on-call/standby. All special work environment or conditions must be consistent with local law.

20. Post PD Review Notes. FOR HR USE ONLY. Please use the space to annotate changes made to the PD during Post PD Review.

Full Performance Level: Below is a guideline for the typical period of time a new employee would need to reach full performance level. This should not be confused with a training grade or the probationary period.

- Grades 1-3 – Three months
- Grades 4-6 – Six months
- Grades 7-9 – Nine months
- Grades 10-12 – One year